DSCR PRIVATIZATION CONTRACTS

What We Will Cover

- Background Review
- “What Changes” and “Business Rules” Updates
- Cylinder Return Procedures
- Updated Points of Contact and Additional Information Links

Background

- **2005 BRAC Recommendation # 175 (11/9/05)**
  - Privatize functions of Supply, Storage, and Distribution of Chemicals/ Petroleum-Oils-Lubricants (Chem/ POLs) and Gases/ Cylinders (Gas/ Cyl)
    - Achieve Economies of Scale and Efficiency
    - Centralize Management
    - Leverage Commercial Industry
  - Retain only the overall contracting function
- **Bottom Line Goals:**
  - Improve Performance
  - Increase Customer Satisfaction

Compressed Cylinders and Gases Snapshot

- Contract #: SPM4AR07D0100
- Contractor: Haas TCM (SB)
- Duration: 5-yr base w/ one 5-yr option
- Contract Value: $2B
- NSNs: 272 Active, 488 Inactive (FSCs 6830 & 8120)
- Incentive Based Performance Contract

POLs & Chems Snapshot

- Contract #: SPM4AR07D0001
- Contractor: SAIC *(LB)*
- Duration: 5-yr base w/ one 5-yr option
- Contract Value: $6B
- NSNs: 3,033 Active, 1477 Inactive (FSCs: 6810, 6820, 6840, 6850, 9150)
- Incentive Based Performance Contract

Typical Item Notes

- **Chem/POL Item Note:**

"Long Term Support Plan: NSN awarded on Long Term Contract, SPM4AR-07-D-0001. Final expiration date 14 Jul 2017. Contract is for a 5-year base period and one, 5-year option period. ***DLA stock on-hand may not be visible for this item****. Customer Returns Instructions:* ***No FTEs for Chem/POL items****. Customer should dispose or reutilize."*

- **Gas/Cylinder Item Note:**

"Fill all CONUS orders CD. For customer returns, please contact: XXX XXXXXXXXXXXXXXXXXX and provide NSN, qty and ship-from location. ***DLA depots will no longer be able to accept returns, customer returns will be directed to a local facility managed by the contractor.****"*

Business Rules (SAIC and Haas)

- **No ODS!!!** – Continue to use established ODS Program procedures and Points of Contact
- Exchange Gas NSNs eliminated; Full cylinder NSNs only
- PQDR and SDR processes remains the same
- Customer Returns (FTE transactions)
  - Chem/POLs: No Customer Returns; Reutilize/Reallocate/Dispose
  - Gas/Cylinders: Cylinder Returns IAW Program Requirements
- Use Self-Help tools or call the DLA Customer Interaction Center for assistance.

Business Rules Continued (SAIC and Haas)

- Customer facing staff should have SAIC Website access for requisition status and tracking
- No telephone transfers to vendors
- **CIC processes all customer Emergency Orders**
- Warm telephone transfers to Supplier Ops on exception basis only (use CRM Process)
- Submit CRM Tickets
  - Expedites and cancellations, etc.
  - CHEM/POLs: Check status in SAIC Website before sending ticket and annotate “SAIC website checked” on ticket notes.
- Use Contract Admin POCs for customer issues, such as emergencies, tech/quality, or delinquent contracts/delivery orders
- Web tools:
  - DoD EMALL
  - DSS MRO Tracker (OCONUS shipments only)
  - ELLIS

What Changes?

- **Ordering:**
  - EMALL, MILSVC systems for submitting requisitions
  - **No Offline Orders**
  - **No Bearer pick-ups except Gases/Cylinders at DDNV**
  - **No Stock-on-Hand visibility** (similar to Customer Direct/DVD)
- **Delivery:** (CONUS only; OCONUS adds DTS transit and processing times)
  - Priorities 01-08: 24-hour turn-around from vendor receipt of valid order
  - Priorities 09-15: 3-day turn-around from vendor receipt of valid order

What Changes? Continued

- **Tracking:**
  - **DLA Customer Interaction Center**
    - Customer Service Representatives and CIC Personnel have access to SAIC website
  - **SAIC**: Website fields available to view:
    - Requisition #; Delivery Order (Call #); **Date Order Received**; NSN/Description; Qty Ordered/Unit of Issue; IPG/Priority; **Status**; **Estimated Ship Date/Shipped Date**; SAIC Reference #; Comments; Quantity Shipped; Carrier/**Tracking #**
  - **Haas**: Website on-hold, request status through Gases/ Cylinders contract administrators

Cylinder Return Procedures

- **Small-Scale/Routine CONUS Returns**:

  Regional Return Center Handout

  - **CONUS Cylinder Labels**

    "DoD 4145.19-R-2, Para 8-2 B Requires the Return of Government-Owned Reusable Cylinders“
    Please call: 1-800-xxx-yyyy or e-mail:
    cylreturns@haastcm.com
    to coordinate returns

  - **Cylinder Return Disposition Request template:**

    - Customer POC Information (DoDAAC/Phone Number/Email Address): _____
    - NSN: _____
    - Gas Type: _____
    - Quantity: _____
    - Ship from Location: _____

Cylinder Return Procedures Continued

- **<u>OCONUS (Ex Europe) and Large-Scale CONUS Returns</u>:**

At time of shipment, provide carrier and tracking information to Haas email address indicated on previous slide (cylreturns@haastcm.com)

- **East Coast:** Airgas National Welders
  Goldsboro, NC
  RIC: SRY / DODAAC: UY0466

- **West Coast:** Airgas NCN
  Sacramento, CA
  RIC: SX5 / DODAAC: UY0473

(Properly labeled, marked and palletized in accordance with Military and DOT Standards. The NSN shall be clearly identified on the shipment and all related paperwork.)

Contract Admin Team
Gas/Cylinder

Contracting Officer: x 2624

Contract Administrators:
- (Primary) x 3091
- (Alternate) x 4613
- (Alternate) x 3737

Chemist:
x 4654

Resolution Specialists:
- (FSC 6830) x 3710
- (FSC 8120) x 2460

Contract Admin Team Chem/POL

Contracting Officer: x 3288

Contract Administrators:
- (FSC 9150) x 4410 *
- (FSC 9150) x
- (FSCs 6810-6850) x 2327 *
- (FSCs 6810-6850) x 3275

* Send email for Website Access form

Chemists:
- (FSC 9150) x 6207
- (FSCs 6810-6850) x 3995

Resolution Specialists:
- (FSCs 6810/6820) x 3514
- (FSC 6840) x 3710
- (FSC 6850) x 2681
- (FSC 9150) x 2460

Websites

- General BRAC Info: https://today.dla.mil/BRAC/default.asp
- Contract info & mods are on the DIBBS website:

  https://www.dibbs.bsm.dla.mil/Awards/AwdRecs.asp
- SAIC Website: http://polchem.purchaseplace.com
- Haas TCM Website: Contact Contract Administrators
- ELLIS Website: http://ellis.dscr.dla.mil/help.asp